CommsMobile

Covers 98.8% of Australians

CommsMobile SIM-Only PostPaid Plans

Critical Information Summary

The CommsMobile service is sold via a network of re-seller partners of CommsChannel Pty Ltd, a wholesale telecoms provider. The details within this document reflect the commercial terms suggested by CommsChannel to our reseller partners. Your reseller may have their own terms and conditions which may not align with this CIS. Should you have any questions in relation to this, please contact your reseller partner for clarification.

Summary Of Essential Information

The following encompasses a comprehensive overview of pertinent details regarding your plan as well as the supplementary enhancements periodically offered for your utilization alongside the plan. Nevertheless, please note that this document does not encompass any exclusive offers or promotions that may be introduced intermittently.

CommsMobile 2.0 | Pooling Plans

Voice and Data - Pooling Plans 2.0

Pooling 2.0 Voice and Data - P-4G-S
10GB
Service Type: **4G**
SRP ex GST: **$32.50**
Speed Cap: **100/100 Mbps**
National Voice and SMS: **Unlimited**
National MMS (Does not include video MMS): **Unlimited**
15 Country IDD, SMS MMS Call Pack: **Not Included**

Pooling 2.0 Voice and Data - P-4G-M
30GB
Service Type: **4G**
SRP ex GST: **$45**
Speed Cap: **100/100 Mbps**
National Voice and SMS: **Unlimited**
National MMS (Does not include video MMS): **Unlimited**
15 Country IDD, SMS MMS Call Pack: **Included**

Pooling 2.0 Voice and Data - P-5G-L
45GB
Service Type: **5G**
SRP ex GST: **$60**
Speed Cap: **150/150 Mbps**
National Voice and SMS: **Unlimited**
National MMS (Does not include video MMS): **Unlimited**
15 Country IDD, SMS MMS Call Pack: **Included**

Pooling 2.0 Voice and Data - P-5G-XL
60GB
Service Type: **5G**
SRP ex GST: **$75**
Speed Cap: **250/250 Mbps**
National Voice and SMS: **Unlimited**
National MMS (Does not include video MMS): **Unlimited**
15 Country IDD, SMS MMS Call Pack: **Included**

Unlimited IDD, SMS and MMS Included Countries (as listed below). International usage outside included destinations requires an eligible add-on pack.
China, China (mobile), France, France (mobile), Germany, Germany (mobile), Greece, Greece (mobile), Hong Kong, Hong Kong (mobile), India, India (mobile), Ireland, Ireland (mobile), Malaysia, Malaysia (mobile), New Zealand, New Zealand (mobile), Singapore, Singapore (mobile), South Korea, South Korea (mobile), Thailand, United Kingdom, United Kingdom (mobile), USA, Vietnam, Vietnam (mobile)

Data Only - Pooling Plans 2.0

Pooling 2.0 Data Only - DP-4G-S
10GB
Service Type: **4G**
SRP ex GST: **$25**
Speed Cap: **100/100 Mbps**

Pooling 2.0 Data Only - DP-4G-M
30GB
Service Type: **4G**
SRP ex GST: **$37.50**
Speed Cap: **100/100 Mbps**

Pooling 2.0 Data Only - DP-5G-L
45GB
Service Type: **5G**
SRP ex GST: **$51.50**
Speed Cap: **150/150 Mbps**

Pooling 2.0 Data Only - DP-5G-XL
60GB
Service Type: **5G**
SRP ex GST: **$66.50**
Speed Cap: **250/250 Mbps**

Data Only SIMs Additional Info
Data Only Plans are for domestic use only and do not have Voice, SMS, MMS, International Roaming and IDD inclusions.

SIM Charge	*Once-Off Charge*
eSIM/SIM	$3.75
SIM Delivery Charge	$10.00

Pooling Plans Once-Off Charges

Auto Top Up Pooling Plan
Once-Off Per Pool
Pooling Plan Creation: **$8.00**

Manual Top Up Pooling Plan
Once-Off Per Pool
Pooling Plan Creation: **$8.00**

eSIM / SIM
Once-Off Per Service
Pooling Plan Creation: **$3.75**

Pooling Plans Bolt Ons

Once-Off
Domestic 10 GB Pool Bolt On
SRP ex GST: **$7.2.50**
Expiry: **Inline with Underlying Plan**
Voice & SMS Inclusions for Period: **N/A**
Data Inclusion for Period: **10GB**

CommsMobile - 7 Day Travel Pack
SRP ex GST: **$46.50**
Expiry: **7 Days**
Voice & SMS Inclusions for Period: **30 Mins / 30 Text**
Data Inclusion for Period: **5GB**

CommsMobile - 14 Day Travel Pack
SRP ex GST: **$75**
Expiry: **14 Days**
Voice & SMS Inclusions for Period: **60 Mins / 60 Text**
Data Inclusion for Period: **10GB**

CommsMobile - 3GB Travel BizPack
SRP ex GST: **$85**
Expiry: **3 Days**
Voice & SMS Inclusions for Period: **300 Mins / 300 Text**
Data Inclusion for Period: **3GB**

Included Countries in Roaming Packs

Austria, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Czechia, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guernsey, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Kenya, Korea, Latvia, Lithuania, Luxembourg, Macao, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Nigeria, North Macedonia, Norway, Papua New Guinea, Philippines (the), Poland, Portugal, Qatar, Romania, Russian Federation (the), Samoa, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan , Thailand, Tonga, Turkiye, United Arab Emirates (the), United Kingdom of Great Britain and Northern Ireland, United States of America, Vanuatu, Vietnam

Roaming Pack Information

- Customer must purchase a roaming pack to roam – PAYG roaming is disabled.
- Customer receives an SMS upon arrival at the international destination and orders roaming packs via SMS.
- Roaming top-ups are also ordered via SMS.
- If a customer exhausts one allowance (Calls, Data, or SMS), the remaining allowances will continue to be available.
- International Roaming Packs: IR packs are activated via SMS to 179. A welcome message will be sent when user arrives at an eligible destination.

eSIM Companion Plan (Smartwatch Add-on)

The eSIM Companion Plan is an add-on mobile service that gives a compatible Apple or Samsung cellular smartwatch its own connection, sharing the same mobile number as an eligible primary 5G service. The watch can make calls, send messages (via apps) and use data without the phone nearby. It is eSIM-only, activated by the end user from their watch app, and is for use in Australia only.

Service Type: **5G Companion Add-on**
Monthly Data: **1GB per month (non-shareable)**
SRP ex GST: **$11**
Speed Cap: **100/100**
National Voice and SMS: **Unlimited domestic voice**
Contract: **Month to month (1 month minimum term)**
Roaming: **Not Available (domestic use only)**
Once-off e-SIM activation charge: **$3.75**

- Requires a 5G voice + data plan with Voice Bolt-on (Bolt-on 2) and VoLTE, plus a compatible cellular Apple or Samsung watch (same brand). One companion per plan.
- Eligible standalone 5G plans: 5G-XXXS, 5G-XS, 5G-S, 5G-M, 5G-L, 5G-XL, 5G-XXL.
- Eligible pooling 5G plans: P-5G-L (45GB), P-5G-XL (60GB).
- Not eligible: all 4G plans, all Data Only plans, and pooling plans under 45GB.

Important Terms & Conditions

- Maximum 300 users per pool
- For clients with more than 300 users - please create additional pools
- Pools can only be used with one end-user organisation or group. Not for aggregation across multiple customers
- No "data banking" or rollover. Pool resets at start of next billing cycle
- Plan changes will only take effect on the 27th of each month to align with billing cycle
- Billing cycle: Charges and inclusions are metered from 28th to 27th of each month
- Plan activation: Prorated according to remaining days in the bill cycle
- Plan disconnection: Not prorated. No credit will apply for remaining days in the bill cycle
- Services that opt out of a data pool will forfeit any pooled data contributed to the pool and must change to a non-pooling plan to restore an individual data allowance.
- The bolt-on only applies to the pool and not individual services,
- Any combination of plans can be in a single pool (4G/5G/Mobile/Data Only).
- All pricing excludes GST

Devices

The following compatible devices will have to be brought in to avail services:

- For access to the 4G service, both 4G 1800MHz and 4G 700 MHz bands.
- For access to 5G service, 5G 3.6 GHz banding

Download Speeds and Speed Caps

When utilizing our mobile plans with 4G connectivity, the download speeds for the allocated data are limited to 100Mbps, while our 5G plans have a cap of 250Mbps. It should be noted that these speed limitations are influenced by various factors, including but not limited to geographical location, proximity to the base station, local conditions, concurrent users, and hardware and software configurations. To access the higher speeds of 5G, it is necessary to possess a device compatible with 5G technology and be situated within CommMobile's 5G coverage area, which currently encompasses a minimum of 75% of the Australian population. You can refer to our coverage map available at https://commsmobile.com.au/ to verify the extent of our network coverage. We acknowledge the significance of consistent and dependable speeds, which is why we exert diligent efforts to optimize our network for the most optimal user experience. However, it is important to bear in mind that certain external factors beyond our control may impact your speeds.

Factors Influencing your Actual Speeds

Data download and upload speeds. The speed you will experience on your mobile device is limited by many factors such as:

- The topography of your location (for example any obstructions of the line of sight to the base station)
- Your distance from the base station
- The local weather conditions (like extreme heat or heavy rain) How many other users are accessing the mobile network from the base station at the same time
- Whether your device supports the relevant mobile network spectrum bands
- The hardware and software configuration on your device
- Any speed cap or other restriction applied to your plan
- The destination of your internet browsing session (eg a busy web server).

What is the Telstra Wholesale Network?

Telstra Wholesale is the business unit in Telstra which sells telecommunications solutions to resellers, who create products for businesses and consumers in Australia. Telstra Wholesale provides access to the Telstra Wholesale Mobile Network which is used by leading retailers and resellers to support their consumers with mobile connectivity plans. These resellers are often called Mobile Virtual Network Operators, or MVNOs.
The Telstra Wholesale Mobile Network uses parts of Telstra's mobile network. This page gives you details of the capabilities and benefits of the Telstra Wholesale Mobile Network.

Telstra Wholesale Mobile Network Coverage

The Telstra Wholesale Mobile Network coverage area reaches more than 98.8% of the Australian population with 4G and 5G services and covers more than 1.6 million square kilometres of the Australian landmass. The network provides 4G coverage reaching at least 98.7% of the Australian population and 5G coverage reaching at least 75%.

What Happens if I Exceed my Data Allowance?

When the pooled data allowance is exhausted, data usage will be suspended unless an eligible pool-level data bolt-on is applied. Additional pooled data can be added via a Domestic 10GB Pool Bolt-On or by upgrading the underlying pool plan (effective from the next billing cycle).
If your pool has the 10GB Auto Top-Up option enabled, a 10GB Pool Bolt-On Pack will be automatically applied when the pooled data allowance is exhausted. If Auto Top-Up is not enabled, you must manually order a 10GB Pool Bolt-On Pack via the portal to restore data access.
A maximum of five (5) Pool Bolt-On Packs can be applied to a pool within a single billing cycle.

Can I Change my Plan?

At CommsMobile, we understand that our customers' needs change from time to time, which is why we allow you to change your plan size once per billing cycle and this will only take effect on the 27th of each month to align with the billing cycle.

Voicemail:

CommsMobile provides a personal answering service with a custom greeting for missed calls. You can also receive converted text messages for up to 10-second voicemails. To set up your voice mail, call 141 and follow the prompts.

Restrictions on Services:

Certain operator types, including satellite numbers, premium numbers, and international numbers outside of selected add-on destinations, cannot be contacted via calls or texts. CommsMobile's services are exclusively accessible within Australia.

Cost and Billing:

A once-off SIM card fee of $3.75 and a delivery fee of $10.00 + GST are charged at the time of shipment.
Monthly billing commences upon service activation and charges and inclusions are prorated based on the remaining days in the current billing cycle (28th to 27th).
Automated invoices are generated and may be paid on account or via a direct debit mechanism.
CommsMobile allows one plan change request per billing cycle. Any plan change will take effect on the 27th of the month, aligning with the commencement of the next billing cycle.
If you decrease your plan size, no reimbursement will apply for any charges incurred under the higher plan during the current billing cycle.
Supplementary bolt-on packs, including International Calling and excess data packs, are billed in accordance with the standard billing cycle and will appear on the next applicable invoice.
Should you choose to cancel your service, this may be done via the CommsMobile website or through your reseller. A minimum notice period of 30 days applies. Charges will continue until the end of the applicable billing cycle, and no credits apply for unused days.